



**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
PUBLIC HEALTH SERVICE, INDIAN HEALTH SERVICE  
TUCSON AREA OFFICE, TUCSON, ARIZONA



**VACANCY ANNOUNCEMENT**

**REANNOUNCEMENT:** Vacancy Announcement SWR-08-0257 is reannounced. Applicants who applied previously to this announcement need not reapply unless submitting updated information and/or missing forms.

**ANNOUNCEMENT NUMBER:** SWR-08-0257R

**OPEN:** September 05, 2008

**CLOSE:** September 26, 2008

**POSITION TITLE/SERIES/GRADE:** Medical Support Assistant (Office Automation), GS-0679-4/5 **VACANCIES:** One (1)

**SALARY RANGE:** GS-04: \$26,569 - \$34,545 Per Annum  
GS-05: \$29,726 - \$38,639 Per Annum

**AREA OF CONSIDERATION:** Tucson commute area. Management has determined in advance that there is likely to be an adequate number of qualified applicants in the local commute area. Open to Merit Promotion Plan/Excepted Service Examining Plan candidates, Veteran's Preference candidates, and Commissioned Corp Officers.

- Excepted Service Examining Plan Candidates (ESEP) – Individuals entitled to Indian Preference who wish to be considered for excepted appointment in the Indian Health Service (IHS), under authority 5 CFR, Part 213, Schedule A 213.3116 (b) (8). Preston Qualification Standards will be applied.
- Merit Promotion Plan Candidates (MPP) – Current permanent competitive Federal status employees, reinstatement eligibles, and current IHS Indian Preference individuals and/or individuals who are eligible for excepted appointment in IHS under some other authority (e.g., handicapped authority, etc).
- Veteran's Preference – Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply.
- Commissioned Officer: It is the responsibility of the Officer to submit sufficient information to permit the Human Resources Office to determine whether the Officer meets the qualification requirements, including any selective placement factor.

**APPOINTMENT TYPE:** Permanent, Full-Time

**ORGANIZATION/DUTY STATION:** DHHS IHS Tucson Area Office, Sells Service Unit, Division of Administration and Management, Revenue Enhancement Branch, Patient Registration at San Xavier Health Center, Tucson, AZ.

**HUMAN RESOURCES OFFICE:** Southwest Region Human Resources Office, 7900 South J Stock Road, Tucson, AZ 85746 (520) 295-2434

**CONDITIONS OF EMPLOYMENT:**

- No government housing provided.
- The Tucson Area Indian Health Service is a smoke-free work environment.
- The provisions of PL 101-630, the Indian Child Protection and Family Violence Act, apply to this position.
- Male applicants born after December 31, 1959, must certify that they have registered with the Selective Service System or are exempt from having to do so under the Selective Service Law.
- Selectee born after 1956 must present proof of immunity to measles and rubella or be vaccinated before their appointment (subject to certain exemptions).
- A selectee to this position is subject to a background security investigation.
- A selectee of this position may be required to satisfactorily complete a one-year probationary period.

**TRAVEL and RELOCATION:** Travel and relocation expenses are not authorized. Applicants who wish to relocate to Sells, AZ for their own benefit may apply. If there are no Indian preference eligible candidates within the commuting area and an Indian preference candidate is selected from outside the commuting area, relocation expenses will be paid.

**DESCRIPTION OF DUTIES:** Incumbent's primary purpose is to admit and register patients, verify patient eligibility for third party resources, and perform the pre-certification of service process when mandated by a third party resource. Collects required patient demographic information, ensures all required forms are completed and signed, and documents all required information in the RPMS Patient Registration System. Utilizes electronic eligibility system for those third party resources with electronic verification available and performs telephone verification for third party resources that do not provide electronic eligibility query. Maintains, key-enters, updates, and

verifies all alternate resource data necessary for patient registration and for accurate billing through the use of the RPMS Patient Registration System; Admissions, Discharges, and Transfers (ADT); and, electronic eligibility system. Performs other duties in support of Health Information Management Services (HIMS) program responsibilities.

**QUALIFICATION REQUIREMENTS:** Candidates must have had experience and or education as described below. Your description of work experience, level of responsibility and accomplishments will be used to determine that you meet these requirements.

**EXPERIENCE AND EDUCATION REQUIREMENTS:**

GS-04: 52 weeks of general experience –OR- 2 years of education above high school.

GS-05: 52 weeks of specialized experience equivalent to at least GS-4 –OR- 4 years of education above high school.

*If substituting education to meet experience requirements transcripts must be submitted to verify education.*

**GENERAL EXPERIENCE** is defined as progressively responsible clerical, office, or other work that indicates the ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled.

**SPECIALIZED EXPERIENCE** is experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the position to be filled.

**COMBINING EDUCATION AND EXPERIENCE:** Combinations of education and experience may be used to meet total qualification requirements for the grade levels specified. **Transcripts must be submitted to verify education.**

**PROFICIENCY REQUIREMENT:** in addition to meeting experience requirements, applicants must show possession of the following skill: **40 words per minute typing speed.** Applicants may meet this requirement by presenting a certificate of proficiency from a school or other organization authorized to issue such certification –OR- by self-certifying their proficiency on their application –OR- by completing the attached Self-Certification Statement.

**LEGAL AND REGULATORY REQUIREMENTS:** Candidates must meet time after competitive appointment, time-in-grade and qualification requirements by the closing date of the announcement. If selected under the Excepted Service Examining Plan (ESEP) or the Delegated Examining Unit (DEU) procedures, time-in-grade requirements do not apply.

**QUALITY OF EXPERIENCE:** Experience must have been at a level of difficulty comparable to the next lower grade in the Federal service. It is an applicant's responsibility to provide documentation or proof that he or she has met the qualification requirements of the position. Reference inquiries, including contacts with candidate's instructors, supervisors or employers may be made to obtain further information about the candidate's professional qualifications for the position.

**KNOWLEDGE, SKILLS AND ABILITIES (KSAs):** Applicants who meet the basic qualification requirements described in this announcement will be further evaluated by determining the extent to which their work or related experience, education, training, awards, outside activities and performance appraisal, etc., indicate they possess the knowledge, skills and abilities described below. All applicants should describe clear, concise examples that show level of accomplishment or degree to which they possess the KSAs on a separate attachment. The information provided will be used to determine the "best qualified" candidates.

1. Knowledge of patient eligibility verification procedures for healthcare services.
2. Knowledge and application of medical record concepts, policies, and procedures.
3. Knowledge of medical terminology.
4. Ability to meet and deal with a variety of managers, employees, etc.

**BENEFITS:**

You may participate in the Federal Employees Health Benefits program, with costs shared with your employer. More info: <http://www.usajobs.opm.gov/jobextrainfo.asp#FEHB>.

Life insurance coverage is provided. More info: <http://www.usajobs.opm.gov/jobextrainfo.asp#life>

Long-Term Care Insurance is offered and carries into your retirement. More info: <http://www.usajobs.opm.gov/jobextrainfo.asp#ltci>

New employees are automatically covered by the Federal Employees Retirement System (FERS). If you are transferring from another agency and covered by CSRS, you may continue in this program. More info: <http://www.usajobs.opm.gov/jobextrainfo.asp#retr>

You will earn annual vacation leave. More info: <http://www.usajobs.opm.gov/jobextrainfo.asp#VACA>

You will earn sick leave. More info: <http://www.usajobs.opm.gov/jobextrainfo.asp#SKLV>

You will be paid for federal holidays that fall within your regularly scheduled tour of duty. More info: <http://www.usajobs.opm.gov/jobextrainfo.asp#HOLI>

**HOW TO APPLY:** Interested applicants must submit one of the following:

- OF-612, Optional Application for Federal Employment; *or*
- Resume; *or*
- Any other written application to: Tucson Area Indian Health Service  
Attention: SW Region HR Office  
7900 South J Stock Road  
Tucson, AZ 85746

For additional information or to obtain a copy of the vacancy announcement or forms, you may:

- call the Human Resources office at 520-295-2435 or
- visit the OPM website at [www.jobsearch.usajobs.opm.gov/](http://www.jobsearch.usajobs.opm.gov/) or
- the IHS website at [www.ihs.gov/JobsCareerDevelop/Jobs\\_index.asp](http://www.ihs.gov/JobsCareerDevelop/Jobs_index.asp)

**SEPARATE ATTACHMENTS REQUIRED IN ADDITION TO APPLICATION / RESUME:**

1. If claiming Indian Preference, Form BIA-4432, *Verification of Indian Preference for Employment*. (Current Tucson Area IHS employees may state on their application that proof of Indian Preference is on file in their Official Personnel File).
2. Narrative statements with specific responses to the Knowledge, Skills and Abilities (KSAs) and/or Selective Placement Factor identified for this position. One page per KSA.
3. Optional Form 306, *Declaration for Federal Employment*; MANDATORY for all positions.
4. Addendum to Declaration for Federal Employment - IHS-Child Care & Indian Child Care Worker Positions Form – MANDATORY for positions that require regular contact or control over children.
5. If Veteran preference eligible – Submit evidence of eligibility, i.e., DD-214, *Certificate of Release or Discharge from Active Duty*, or SF-15, *Application for 10-Point Veteran Preference* and the proof requested on the SF-15 form.
6. If current or former federal employee, Form SF50B, *Notification of Personnel Action*.
7. If a PHS Commissioned Corps applicant, copy of Personnel Order.
8. Copies of current/active license or certification.
9. College transcript(s).
10. Copy of most current performance evaluation.

**INFORMATION NEEDED ON APPLICATION / RESUME**

1. Announcement number and title and grade(s) of the job you are applying for; full name, mailing address (with zip code) and day and evening telephone numbers; Social Security Number; Country of citizenship.
2. Highest Federal civilian grade held (also give job series and dates held).
3. High School – Name, city, state (zip code, if known), date of diploma or GED.
4. Colleges or universities – Name, city, state (zip code, if known), majors, type and year of any degrees received (if no degree, show total credits earned and indicate whether semester or quarter hours). Attach transcript(s).
5. Residency training - Indicate specialty; name and location of hospital, name of program director, dates attended (month/year), date certificate received (if applicable).
6. Certification by a Specialty Board – Indicate if you are eligible for certification by an American Specialty Board or if you are board certified. Indicate name of specialty board and date (month/year) of certification or eligibility (if applicable). Attach certification.
7. Work Experience (paid and unpaid) – Job title, duties and accomplishments, employer's name and address, supervisor's name and phone number, starting and ending dates (**month/year**), **hours per week**, salary and indicate if we may contact your current supervisor.
8. Job-related training courses (title and year), honors, awards and special accomplishments, (i.e., publications, memberships in professional or honor societies), leadership activities, public speaking and performance awards.
9. Job-related skills, for example, other languages, computer software/hardware, tools, machinery, typing speed.

## Other Information:

Applications, resumes or other written application format must contain all of the information listed above in sufficient detail to enable the Human Resources Office to make a determination that you have the required qualifications for the position. If your application, resume or other written application format does not contain all the information and forms requested in the announcement, you may lose consideration for this job.

**APPLICATIONS WITH REQUIRED FORMS MUST BE RECEIVED IN OUR OFFICE NO LATER THAN 5:00 P.M. ON THE CLOSING DATE OF THE ANNOUNCEMENT. TELEFAXED/EMAILED DOCUMENTS WILL NOT BE ACCEPTED; THERE WILL BE NO EXCEPTIONS. NO ADDITIONAL INFORMATION WILL BE SOLICITED FROM APPLICANTS.**

Preference in filling vacancies is given to qualified Indian Preference candidates in accordance with the Indian Preference Act (Title 25, United States Code, Sections 472 and 473).

Applicants or current Federal employees claiming Indian Preference must indicate on their application packet, if they wish to be considered under the Merit Promotion Plan (MPP), the Excepted Service Examining Plan (ESEP), or both. If not, they will be considered under the MPP only.

Proof of U.S. Citizenship is required for an appointment to the Indian Health Service. The Director, IHS may grant an exception to this policy for appointments to excepted positions, provided that the current appropriations act permits IHS to pay citizens from the country where the applicant is from.

Additional selections may be made within 90 days from the date the Candidate Referral Roster was issued if the position becomes vacant or to fill an identical additional position.

A former employee, who received a buyout and subsequently returns to a position in a Federal agency, whether by reemployment or a contract for personal services, is generally obligated to repay the full amount of the buyout to the agency that paid it.

If position is advertised at multiple grade levels, it can be filled at a lower grade than the full performance level. Advancement to the next grade without further competition is possible, once all legal and regulatory requirements are met, however, such advancement is neither automatic nor guaranteed.

The Tucson Area Indian Health Service provides reasonable accommodations to applicants with disabilities. If you need reasonable accommodation for any part of the application and hiring process, please notify the Human Resources Management Branch at (520) 295-2435. The decision on granting reasonable accommodation will be on a case-by-case basis.

The Department of Health and Human Services is an equal opportunity employer. The Department does not discriminate in employment decisions on the basis of race, color, religion, gender, national origin, age, disability or sexual orientation.

**AREA INFORMATION:** The Tucson Area encompasses the Pascua Yaqui (pah.skwah ya.ke) and Tohono O'odham (to.ho.no aah.tum) Indian Reservations. The Sells Service Unit (SSU) is the primary source of health care for the approximately 24,000 people of the Tohono O'odham Nation. The Sells Service Unit consists of an American Hospital Association affiliated JCAHO accredited hospital at Sells (65 miles west of Tucson) and three health centers - San Xavier Health Center located in Tucson; Santa Rosa Health Center located in Santa Rosa Village; and, the San Simon Health Center (scheduled for occupancy in September 2008) located in San Simon Village, all on the Tohono O'odham Nation Indian Reservation. The SSU also provides an environmental health program, which is responsible for construction and maintenance of sanitation facilities. The Sells Service Unit has a community focused health care delivery program and works in close association with the Tohono O'odham Tribal Health Committee and Tribal Health Department.

Tucson - Arizona's second largest metropolitan area is home to nearly 600,000. Tucson is one of the oldest continuously inhabited sites in North America, steeped in a rich heritage of Indian and Spanish influence. It affords entertainment, recreation and shopping and cultural opportunities. The arid desert climate receives an annual rainfall of 7 inches with average temperatures ranging from 50° in winter months to over 100° in summer.

TUCSON AREA OFFICE  
HUMAN RESOURCES BRANCH

SELF-CERTIFICATION STATEMENT

All clerical (typing, office automation, and stenography) positions filled by the Tucson Area Office, Indian Health Service, requires applicants to possess full capability to perform typing and/or stenography tasks. If you have the abilities listed below, please complete, sign and date the self-certification statement and submit it along with your application.

**Section I: To be eligible for Clerk-Typist, Office Automation, or Secretary (Typing) or Secretary (Office Automation) positions, you must be able to:**

1. Type 40 words per minute; words per minute are based on a five-minute sample with three or fewer errors.
2. Properly lay out and space correspondence and other documents of similar complexity.
3. Identify basic grammatical errors and correct spelling and punctuation.

**Section II: To be eligible for Clerk Stenographer/Secretary-Stenographer positions, you must be able to:**

1. Perform the Clerk-Typist duties as defined above.
2. Take shorthand at the rate of 80 words per minute.

I hereby certify that I meet the requirements set forth in this self-certification statement for:

Typing \_\_\_\_\_ Stenographer \_\_\_\_\_

**NOTE:** A certification statement must be signed and dated for each specific Vacancy Announcement. A falsification of this statement may be grounds for not employing you, or for dismissal.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Addendum to Declaration for Federal Employment (OF 306)  
Indian Health Service  
Child Care & Indian Child Care Worker Positions

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Item 15a. Agency Specific Questions

Name: \_\_\_\_\_ Social Security Number: \_\_\_\_\_  
(Please print)

Job Title in Announcement: **Medical Support Assistant (OA), GS-0679-4/5** Announcement Number: **SWR-08-0257R**

Section 231 of the Crime Control Act 1990, Public Law 101-647, requires that employment applications for Federal child care positions contain a question asking whether the individual has ever been arrested for or charged with a crime involving a child and for the disposition of the arrest or charge.

Section 408 of the Miscellaneous Indian Legislation, Public Law 101-630, contains a related requirement for positions in the Department of Health and Human Services that involve regular contact with or control over Indian children. The agency must ensure that persons hired for these positions have not been found guilty of or pleaded nolo contendere or guilty to certain crimes.

To assure compliance with the above laws, the following questions are added to the Declaration for Federal Employment:

1) Have you ever been arrested for or charged with a crime involving a child? YES \_\_\_\_\_ NO \_\_\_\_\_

*[If "YES", provide the date, explanation of the violation, disposition of the arrest or charge, place of occurrence, and the name and address of the police department or court involved.]*

2) Have you ever been found guilty of, or entered a plea of nolo contendere (no contest) or guilty to, any felonious or misdemeanor offense under Federal, State, or tribal law involving crimes of violence; sexual assault, molestation, exploitation, contact or prostitution; or crimes against persons; or offenses committed against children?  
YES \_\_\_\_\_ NO \_\_\_\_\_

*[If "YES", provide the date, explanation of the violation, disposition of the arrest or charge, place of occurrence, and the name address of the police department or court involved.]*

I certify that (1) my response to these questions is made under penalty of perjury, which is punishable by fines of up to \$2,000 or 5 years imprisonment, or both; and (2) I have received notice that a criminal check will be conducted. I understand my right to obtain a copy of any criminal history report made available to the Indian Health Service and my right to challenge the accuracy and completeness of any information contained in the report.

\_\_\_\_\_  
Applicant's Signature (sign in ink)

\_\_\_\_\_  
Date

Public Burden Statement: In accordance with Paperwork Reduction Act (5 CFR 1320.8 (b)(3)), a Federal agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Respondents must be informed (on the reporting instrument, in instructions, or in a cover letter) the reasons for which the information will be collected; the way the information will be used to further the proper performance of the functions of the agency; whether responses to the collection of the information are voluntary, required to obtain a benefit (citing authority), or mandatory (citing authority); and the nature and extent of confidentiality to be provided, if any (citing authority). Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the necessary data, and completing and reviewing the collection information. Send comments regarding the burden estimate or any other aspect of this collection of information to the IHS PRA Information Collection Clearance Staff, 12300 Twinbrook Parkway, Suite 450, Rockville, MD 20852. *Please do not send completed data collection instruments to this address.*

## **CTAP - INFORMATION FOR DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS) SURPLUS OR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION.**

If you are currently a DHHS employee who has received a Reduction-in-Force (RIF) separation notice or a Certificate of Expected Separation, you may be entitled to special priority selection under the DHHS Career Transition Assistance Program (CTAP). To receive this priority consideration, you must:

1. Be a current DHHS career or career-conditional (tenure group I or II) or be a current IHS excepted appointment (with no time limits) tenure group II excepted/competitive service employee who has received a RIF separation notice or a Certificate of Expected Separation (CES) and, the date of the RIF separation has not passed and you are still on the rolls of DHHS. You must submit a copy of the RIF separation notice or CES along with your application.
2. Be applying for a position that is at or below the grade level of the position from which you are being separated. The position must not have a greater promotion potential than the position from which you are being separated.
3. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package.
4. Be currently employed by DHHS in the same commuting area of the position for which you are requesting priority consideration.
5. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
6. Meet the basic qualifications for the position, any documented selective factor, physical requirements with any reasonable accommodation and are able to satisfactorily perform the duties of the position without undue interruption.

## **ICTAP - INFORMATION FOR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION UNDER THE INTERAGENCY CAREER TRANSITION ASSISTANCE PROGRAM (ICTAP)**

If you are a displaced Federal employee, you may be entitled to receive special priority selection under the ICTAP. To receive this priority consideration, you must:

1. Be a displaced Federal employee. You must submit a copy of the appropriate documentation such as RIF separation notice, a letter from the Office of Personnel Management or our agency documenting your priority consideration status with your application package. The following categories of candidates are considered displaced employees.
  - A. Current or former career or career-conditional (tenure group I or II) competitive service employees who:
    1. Received a specific RIF separation notice; or
    2. Separated because of a compensable injury, whose compensation has been terminated and whose former agency certifies that it is unable to place; or
    3. Retired with a disability and whose disability annuity has been or is being terminated; or
    4. Upon receipt of a RIF separation notice retired on the effective date of the RIF and submits a Standard Form 50 that indicates "Retirement in Lieu of RIF;" or
    5. Retired under the discontinued service retirement option; or
    6. Was separated because he/she declined a transfer of function or directed reassignment to another commuting area.
  - B. Former Military Reserve or National Guard Technicians who are receiving a special Office of Personnel Management (OPM) disability retirement annuity under Section 8337(h) or 8456 of Title 5, United States Code.
2. Be applying for a position at or below the grade level of the position from which you have been separated. The position must not have a greater promotion potential than the position from which you are separated.
3. Have current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement.)
4. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
5. File your application by the vacancy announcement date and meet all the application criteria (e.g., submit all required documentation, etc.).
6. Be rated well qualified for the position including documented selective factors, quality ranking factors, physical requirements with reasonable position upon entry accommodations and are able to satisfactorily perform the duties of the.